

State of Rhode Island and Providence Plantations
INFORMATION RESOURCES MANAGEMENT BOARD
Meeting Report
September 18, 2003

Member	Affiliation	Attended	
		Yes	No
Thomas Collins (Chair)	OLIS-RI Department of Administration	X	
Stephen Alves	RI Senate		X
Gary Ciminero	RI House of Representatives—Policy Office	X	
Maggie Dziadkiewicz	Office of Higher Education	X	
Nicholas Leporacci	RI Department of Mental Health, Retardation and Hospitals		X
Janet Levesque	RI League of Cities and Towns	X	
Raymond McKay	City of Warwick		X
Mark McKenney	Library Board of Rhode Island	X	
Peter McWalters	RI Department of Elementary and Secondary Education		X
Dexter Merry	Public Telecommunications Authority		X
James R. Monti, Jr.	West Warwick School District		X
Thomas Mullaney	Budget Office-RI Department of Administration		X
Marvin Perry	RI Department of Labor and Training		X
A. T. Wall	RI Department of Corrections	X	
Christopher Wessells	University of Rhode Island		X
James Willis	Secretary of State's Office		X
Don Wolfe	Member-at-Large	X	
William Wray	Citizens Financial Group	X	
Other Attendees	Affiliation		
Pam Annarummo	RI Department of Environmental Management		
Howard Boksenbaum	OLIS-RI Department of Administration		
Carol Ciotola	OLIS-RI Department of Administration		
Michael Hogan	RI House of Representatives—Policy Office		
Mark Treat	Fiscal Fitness Program		
Thomas Viall	New England Interactive (NEI)		

Action Items—

- H. Boksenbaum will review the portal contract and draft a report on the Board's review responsibilities, for presentation at the next IRMB meeting.
- T. Viall will inform J. Gammon that a request was made at this meeting for a status report from her on the final portal contract revisions.
- T. Collins will request a letter of thanks from the Governor to Ken Trudell, Citizens Bank, for his efforts in assisting the Fiscal Fitness Program with its work.
- A panel discussion on communications networks may be placed on NASCIO's agenda. T. Collins will explore this possibility further.

Approved Motions—

1. *The August 21, 2003, Meeting Report was approved.*
2. *The Annual Report and its transmittal letter were approved as amended.*
3. *The IRMB's Policy and Legislative standing committees were dissolved.*

Chair's Report—The Chair introduced Mark McKenney, Chairman of the Library Board of Rhode Island. The Chair noted that the Library Board serves in a similar role as the IRMB, but with the added responsibilities and authority to establish regulations for public libraries and to perform administrative governance activities.

August 21, 2003, Meeting Report—*W. Wray moved to approve the August 21, 2003, Meeting Report, as presented. G. Ciminero seconded the motion, and it was unanimously approved.*

Draft Annual Report—The final draft report was distributed; no changes were made subsequent to review of it at the last meeting. T. Collins distributed and reviewed a draft cover letter to transmit this report to the Governor, House Speaker and Senate President, with copies to the Director, Department of Administration, all other Department Directors, and this Board.

- With respect to the report, J. Levesque noted that the “April 201” date should read: “April 2001.”
- A.T. Wall felt it appropriate for this report to reflect the Board’s focus on OLIS activities during Fiscal Year 2003.
- Discussion of the transmittal letter resulted in T. Collins recommending that the second bulleted item on the second page, which reads, “Addressing these challenges will be a high priority for the IRMB and the Office of the CIO.” be moved to the beginning of the last paragraph on page 2.

A.T. Wall moved to: Distribute the Annual Report—with the correct date on the last page; and the cover letter—with the recommended change to move the second bulleted item on the second page to the beginning of the last paragraph on page 2. G. Ciminero seconded the motion, and it was unanimously approved.

Portal Review Committee (PRC) Report—The General Manager’s Report was distributed. H. Boksenbaum first reported on how information about Hurricane Isabel had been presented on the portal. After the PRC meeting, T. Collins had requested that RI.gov include a hurricane link at the top of the portal’s home page. Additionally, based on discussion at the PRC meeting and a request from the Governor’s Office, a “hurricane page” was created on the portal—EMA/OLIS/GOV. Secondly, he commented on a report authored by Professor Darrell West, Brown University, who annually surveys state and federal web pages. J. Gammon, General Manager of RI.gov, prepared a summary of this study, which was distributed and reviewed. H. Boksenbaum invited Professor West to attend either a PRC or IRMB meeting to explain the results of his survey and to give his view on how Rhode Island’s e-government process could be improved. The Professor’s response is pending.

- At last month’s meeting W. Wray asked to revisit how the 95-cent charge was determined for the Division of Taxation’s business tax payment service via Interactive Voice Response. At this meeting he asked about the status of that request. T. Collins noted that he had reviewed the issue and understood that approximately 87 of the 95 cents was used for credit card transaction costs, with a modest markup to help cover RI.gov’s administrative costs.
- W. Wray asked if the governance issue has been resolved; T. Collins replied that although he has drafted a memo that would transfer approval authority from the Director to the CIO, he has not yet presented it to the Director for his review. In the interim, if an urgent matter were to arise prior to the Director’s transfer of approval authority, he felt that the Board could authorize him to make a decision, which would then be subject to review at the next Board meeting. H. Boksenbaum stated that he would review the portal contract and draft a report on the Board’s review responsibilities, for presentation at the next IRMB meeting.
- T. Collins emphasized that while his approval authority would be targeted towards fee-based transactions, PRC would remain the decision-maker for project priorities and recommendations for convenience fees. He explained that M. Treat and J. Gammon are responsible for preparing the list of projects (attached to the Manager’s report) that sets forth a process to track each project’s funding costs. W. Wray viewed this work as a big step forward.

H. Boksenbaum identified two outstanding issues: (1) The Escrow Agreement—T. Collins said that he had earlier discussed this matter with J. Gammon, who stated that recommended changes were expected. (2) Final Contract Revision—T. Collins said that he had met with W. Wray, M. Treat, NIC's Chief Financial Officer, its Controller, and the President of NEI. Discussion focused on how to better manage and monitor the work flow through NEI, while insuring that the State receives full value in terms of services and development of web sites. The State is awaiting response from NEI, and J. Gammon would need to be contacted for a status report. T. Viall said that he would relay this message to her.

- A.T. Wall asked how project proposals come to the attention of the portal. H. Boksenbaum replied that project requests are received from agencies via e-mail to the CIO, contact notices through the portal, and through the Fiscal Fitness Program. Once contract negotiations are completed, this process will become more focused and organized; and a memo will be distributed from the CIO to all department/agency heads to set forth a procedure for submitting future projects.
- In response to M. McKenney's questions about the Business Fast-Start proposal, M. Treat explained what the proposal entailed and its purpose. He announced that the testing phase resulted in postponement of the launch date in order to redesign some of the forms. T. Collins reported that additional testing occurred this morning. T. Viall said that usability testing would occur on September 27, with an anticipated launch date on October 23.
- A.T. Wall felt it would behoove this Board to adopt a more strategic approach for the portal than the entrepreneurial initiatives of agencies. There may be certain functions and operations of government not yet thought of that could be used to benefit agencies. To this end, he suggested soliciting public input or implementing a survey suggestion page. T. Viall noted that the portal includes a tool for this purpose, and H. Boksenbaum stated that feedback is channeled to OLIS via the Webmakers' group, NEI, and Providence Public Library's "Ask a Librarian" page.
- W. Wray felt that a cabinet-level discussion would be needed to identify a specific IT executive function. T. Collins suggested creating the opportunity to present the portal's capabilities. D. Wolfe cautioned against raising expectations, believing that it would not be advantageous to overly solicit ideas that might later face a long implementation cycle. He suggested assigning someone to review what other states are doing to determine the best approach. In this way, the Cabinet would be made aware of this opportunity, as well as its responsibility to develop the portal strategically rather than tactically.

Fiscal Fitness Program (FFP) IT Activities—M. Treat spoke about the teams involved with the Fiscal Fitness process. Preliminary ideas have been presented to the Fiscal Fitness group and Director Higgins. Positive feedback was received, and some of the recommendations will be revised and/or refined. There will also be a series of meetings over the next 30 days with the Project Management Office of Fiscal Fitness. In early November Fiscal Fitness members will meet with the Governor and the Steering Committee to present their ideas.

- T. Collins noted that W. Wray and his staff provided substantial assistance to the Fiscal Fitness Program.
- W. Wray stated that Ken Trudell, Citizens Bank, was also very helpful in this effort and recommended that he receive a letter of thanks. T. Collins responded that he would request such a letter from the Governor's Office.

Communications Working Group (CWG) Report—H. Boksenbaum reported that: (1) To date, 800 MHz radios have been installed at dispatcher/first-responder stations in two-thirds of all Rhode Island's municipalities; and all but two Memorandums of Understanding (between the State and each Municipality) have been signed. Once the installation process is complete, the equipment will be tested. (2) HEAR radios are being installed in hospital emergency rooms, so that first responders can communicate with emergency room staff. This work should be completed by the end of October. (3) The first RINET-Muni briefing session occurred on September 9. The response was good, and

connectivity to municipal buildings is ongoing. Two additional briefing sessions are planned for later in the month. (4) CWG received a draft of the communications assessment and analysis report, which presents the State's communication needs, together with the radio technology currently in place throughout the state. He expects the draft to be accepted by the Domestic Preparedness Subcommittee, after which he will e-mail it to everyone for further comment. Later in the month, CWG will receive the second part of the draft—presenting engagements. Once finalized, this report will establish a blueprint for radio communications statewide.

- T. Collins noted that during a NASCIO conference several weeks ago he spoke with other state CIOs that are attempting to establish communications networks. All agreed that it would be more feasible to take a uniform statewide approach to accomplish this work. RINET-Muni and the statewide emergency radio service are fairly unique as far as other states are concerned, since many are still striving to move in that direction. Midwestern states, in particular, are struggling to find ways to use state leverage to extend fiber connectivity. This topic may be placed on NASCIO's panel discussion agenda. Rhode Island, as well as other states, would participate; and this could serve to bring recognition to Rhode Island. He will explore this possibility further.
- D. Wolfe asked why municipalities would not want to join RINET-Muni, since there do not appear to be any notable costs. H. Boksenbaum clarified that there would be no direct costs to communities. Reluctance on the part of communities to participate is an issue that has been presented to the Rhode Island League of Cities and Towns for discussion.
- T. Collins asked if communities are in need of assistance to get their systems up and functioning. H. Boksenbaum explained that RINET already has trained people in the school system, together with educational collaborators, to assist and strategize.
- G. Ciminero said that while there is value in having everyone connect, there is no incentive to do so. He indicated that a legislative issue might need to evolve. H. Boksenbaum cited two other possibilities—approaching the Advisory Council or the Governor's Office. G. Ciminero suggested it be presented as an initiative.
- M. McKenney asked if those attending the briefing sessions were willing to connect. H. Boksenbaum replied that they were, generally speaking.

Old Business—At an earlier Board meeting, T. Collins noted that a motion had been passed to establish Strategy Planning and Architecture Standards Committees. Currently, there are two standing committees—Planning and Policy, and Legislative—that had been established during Barbara Weaver's tenure but that have been inactive since B. Weaver's retirement.

He moved to: Dissolve the Planning and Policy/Legislative Standing Committees. J. Levesque seconded the motion, which was unanimously approved.

- D. Wolfe suggested including a "sunset" clause that could require an annual review of all standing committees. T. Collins stated that he would take that suggestion under advisement.

New Business—None

Next Meeting—Thursday, October 23, 2003, at 3 p.m. in Conference Room "C" (2d floor) of the Department of Administration building.